

Idaho Division of Vocational Rehabilitation

State Plan Attachments

2005-2006



Dr. Michael Graham
Administrator

Idaho Division of Vocational Rehabilitation

An Agency of the Idaho State Board of Education

650 West State Street, Room 150

Boise, Idaho 83720-0096

(208) 334-3390

TABLE OF CONTENTS
IDAHO DIVISION OF VOCATIONAL REHABILITATION
STATE PLAN 2005-2006

Introduction	Pages 4 – 6
State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program	Pages 7 – 49 (not required to submit preprint copy)
Summary of Input and Recommendations of the State Rehabilitation Council; Response of the DSU; or Explanation for Rejection of Input of Recommendations	Attachment 4.2(c) Pages 1 – 2
Cooperation and Coordination with Other Agencies and Other Entities	Attachment 4.9(c)(1-4) Pages 1 – 5
Comprehensive System of Personnel Development	Attachment 4.11(b) Pages 1 - 5
Results of Comprehensive Statewide Assessment of the Rehabilitation Need of Individuals with Disabilities and Need to Establish, Develop, or Improve Community Rehabilitation Programs	Attachment 4.12(a) Page 1 – 3
Annual Estimates of Individuals to be Served and Costs of Services	Attachment 4.12(b) Page 1-5
Goals and Priorities	Attachment 4.12(c)1 Page 1 of 1

TABLE OF CONTENTS
IDAHO DIVISION OF VOCATIONAL REHABILITATION
STATE PLAN 2005-2006

Goals and Plans for Distribution of Title VI, Part B Funds	Attachment 4.12(c)(3) Page 1 of 1
State's Strategies and Use of Title I Funds for Innovation and Expansion Activities	Attachment 4.12(d) Page 1-8
To Address Needs Identified in the Comprehensive Assessment and to Achieve Identified Goals and Priorities	Attachment 4.12(d)(1) Page 8-
Strategies to Carryout Outreach Activities and Overcome Identified Barriers and Community Supported Employment	Attachment 4.12(d)(2-3) Page 1-2
Evaluation and Report of Progress in Achieving Identified Goals and Priorities and Use of Title I Funds for Innovation and Expansion Activities	Attachment 4.12(e) Page 1-9
Quality, Scope and Extent of Supported Employment Services	Attachment 7.3 Page 1-2

INTRODUCTION

Overview

The Idaho Division of Vocational Rehabilitation is required to submit a State Plan to the Rehabilitation Services Administration in Washington, D.C. to receive federal funding for Vocational Rehabilitation Services. This is a requirement under Title I, Part B and State Plan Supplement for the State Supported Employment Services Program under Title VI, Part B of the Rehabilitation Act of 1973, as amended.

Timing and Process

The Idaho Division of Vocational Rehabilitation (IDVR) and the State Rehabilitation Council (SRC) solicits public input from around the State of Idaho through Public Meetings as part of the process to develop a final version of the State Plan. These meetings are intended to review concerns and positive comments of any member of the public, including individuals, organizations, and interested groups, regarding issues related to the vocational rehabilitation of individuals with disabilities.

While IDVR is not required to make changes to the State Plan based on these recommendations, the Division is required to address each recommendation in an attachment to the plan. Attachments must include recommendations, which have been incorporated into the plan as well as reasons for rejecting advice or recommendations.

IDVR provides the most effective, efficient services available to individuals with disabilities seeking employment. Its State Plan is intended to provide operational policies and practices, which will serve Idahoans in the best manner possible.

**STATE PLAN FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM
FISCAL YEARS 2005-2006**

STATE: Idaho

AGENCY: Idaho Division of Vocational Rehabilitation

AGENCY TYPE: GENERAL X BLIND ____ COMBINED ____

SECTION 1: LEGAL BASIS AND STATE CERTIFICATIONS

- 1.1** The Idaho State Board of Education through the Idaho Division of Vocational Rehabilitation (DSU) (name of Designated State Agency or Designated State Unit) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended¹ and its supplement under Title VI, Part B of the Act.
- 1.2** As a condition for the receipt of Federal funds under Title I, Part B of the Act for the provision of Vocational Rehabilitation Services, the Idaho State Board of Education (DSA) through the IDVR (name of the Designated State Agency)³ agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan⁴, the Act, and all applicable regulations⁵, policies, and procedures established by the Secretary. Funds made available under Section 111 of the Act are used solely for the provision of Vocational Rehabilitation Services under Title I and the administration of this State Plan.
- 1.3** As a condition for the receipt of Federal funds under Title VI, Part B of the Act for Supported Employment Services, the Idaho Division of Vocational Rehabilitation (name of Designated State Unit) agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan⁶, the Act, and all applicable regulations⁷, policies, and procedures established by the Secretary. Funds are made available under Title VI, Part B are used solely for the provision of Supported Employment Services and the administration of the supplement to the Title I State Plan.
- 1.4** The Designated State Agency and/or the Designated State Unit has the authority under State law to perform the functions of the State regarding this State Plan and its supplement.
- 1.5** The State legally may carry out each provision of the State Plan and its supplement.

- 1.6** All provisions of the State Plan and its supplement are consistent with State law.
- 1.7** The State Treasurer (title of State Officer) has the authority under State law to receive, hold, and disburse Federal funds made available under this State Plan and its supplement.
- 1.8** The Administrator (IDVR) (title of State Officer) has the authority to submit this State Plan for Vocational Rehabilitation Services and the State Plan supplement for Supported Employment Services.
- 1.9** The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.
- 1.10** The effective date of the State Plan attachments is October 1, 2004.

(Signature)

Michael Graham
(Typed Name of Signatory)

March 23, 2004
(Date)

Administrator, IDVR
(Title)

¹ Public Law 93-112, as amended by Public Laws 93-516, 95-602, 98-221, 99-506, 100-630, 102-569, 103-073 and 105-220.

² Unless otherwise stated, "Act" means the Rehabilitation Act of 1973, as amended.

³ All references in this plan to "Designated State Agency" or to "the State Agency" relate to the agency identified in this paragraph.

⁴ No funds under Title I of the Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Act and 34 CFR Part 361.

⁵ Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85, and 86 and the State Vocational Rehabilitation Services Program Regulations in 34 CFR Part 361.

⁶ No funds under Title VI, Part B of the Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 635(a) of the Act.

⁷ Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR part 363.

Attachment 4.2 (c)

SUMMARY OF INPUT AND RECOMMENDATIONS OF THE STATE REHABILITATION COUNCIL; RESPONSE OF THE DSU; OR EXPLANATION FOR REJECTION OF INPUT OF RECOMMENDATIONS

The Idaho Division of Vocational Rehabilitation (IDVR) and the State Rehabilitation Council (SRC) solicited public input from around the State of Idaho through Public Meetings as part of the process to develop a final version of the State Plan. These meetings were intended to review concerns and positive comments of any member of the public, including individuals, organizations, and interested groups, regarding issues relating to the vocational rehabilitation of individuals with disabilities. Meetings were held in Idaho Falls, Coeur D'Alene, and Boise during the month of March. No recommendations were made or concerns reviewed during any of these meetings.

During the past year, the SRC and IDVR have worked closely together. At each SRC quarterly meeting, various IDVR staff presented information about a variety of issues and activities the Division was involved in such as the School Work Transition survey with the Board of Education, Administrative Review findings, support services provided to staff to maintain the Division's electronic infrastructure, IDVR Impact Study, Training needs of Staff as a result of the Impact Study meeting, Workforce Investment Act as it relates to IDVR, Mental Health survey results, "Going Home" Corrections Grant, BPAO Grant, Interagency Transportation Taskforce, Ticket to Work, etc. After each presentation, IDVR and the SRC would discuss strategies to improve operations and services to clients.

The SRC members were invited to and attended portions of the IDVR Annual Inservice Training. In fact, the SRC scheduled their quarterly meeting to ensure that members would be available to attend.

The SRC also partnered with IDVR in completing client satisfaction surveys. It was determined that since IDVR audits four regional offices (which includes client satisfaction surveying) per year, the SRC would complete client satisfaction surveys for the four regions that would not be audited that year. The results of these regional surveys were discussed at the quarterly SRC meetings.

The SRC completed an IDVR Employee Survey and provided the results to IDVR, recommending that staff be kept more informed and to improve communication. Since that time, IDVR has begun utilizing an intranet newsletter outlining the various activities the Division is involved in and offering more comprehensive information about the different issues the Division faces. IDVR has reorganized the former Counselor Council to the Field Services Employee Council (FSEC) to more fully utilize the expertise of all Field Services staff. The FSEC has begun to meet on a regular basis and have developed a mission statement clarifying the scope of its responsibilities. Furthermore, the FSEC has been charged by the Administrator with exploring several major issues affecting the Field and provide formal recommendations to Management, when requested.

The SRC recommended having a congressional delegate visit a VR office and requested the Administrator's support in educating Legislators on the VR process and what the SRC's role is to VR. The VR Administrator has been very involved in attending various conferences and participating as a speaker to educate those attending. Additionally, the IDVR Administrator has sought opportunities to meet with Legislators in their home districts to discuss Vocational Rehabilitation services once the Legislative session was over. To date he has communicated or directly met with Legislators from the North, South, Central and Southeast Idaho areas.

Another suggestion from the SRC was to have a representative from the SRC attend the CSAVR conference. In response to this suggestion, two SRC members attended the recent CSAVR conference in Bethesda, Maryland.

The SRC convened a committee to review the Order of Selection process, if needed and IDVR has adopted their recommendations.

There were no situations where the SRC put forth a recommendation to IDVR that was rejected.

COOPERATION AND COORDINATION WITH OTHER AGENCIES AND OTHER ENTITIES

4.9(c)(1)

Cooperation with Agencies that are in the Statewide Workforce Investment System and Other Entities include:

The Idaho Division of Vocational Rehabilitation and the following is Workforce Investment entities have entered into a formal State Cooperative Agreement, which outlines the commitments of State level partners to Idaho's Workforce Investment System (WIA), a copy of the State Cooperative Agreement and goals are attached. The Agreement outlines the specific activities expected of each partner. The agreement outlines goals, planning process, information sharing and confidentiality, technology, continuous improvement and accountability, service delivery support, cost sharing, annual action plan, duration, amendments, termination/conflict resolution.

- Commission on Aging
- Commission for the Blind and Visually Impaired
- Department of Health and Welfare
- Department of Labor
- Division of Professional-Technical Education
- Division of Vocational Rehabilitation
- State Department of Education
- Idaho Migrant Council

Other entities IDVR has cooperative agreements with include:

- ◆ CAP (Co-Ad) (Client Assistance Program – Comprehensive Advocacy, Inc.)
- ◆ Department of Health and Welfare, Division of Family and Community Services (Bureau of Mental Health and Substance Abuse)
- ◆ Idaho Industrial Commission
- ◆ Social Security Administration
- ◆ Department of Correction
- ◆ Department of Juvenile Corrections
- ◆ Idaho Commission for the Blind and Visually Impaired
- ◆ Career Information Systems
- ◆ State Department of Education (Special Education)

- ◆ Idaho Department of Education (Assistive Technology)
- ◆ Department of Health and Welfare (Developmental Disabilities)
- ◆ Idaho Department of labor
- ◆ State Independent Living Council
- ◆ All Universities and Colleges in Idaho
- ◆ School Work Transition Agreements with ten School Districts throughout the state

IDVR is unaware of programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture and State Use contracting programs.

4.9(c)(2)

IDVR has a Secondary Transition Cooperative Agreement with the Idaho Department of Education and education officials enter into agreements to ensure a coordinated, comprehensive system focusing on youth with disabilities as they transition from secondary school to post-school activities, promoting post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, and community participation. Emphasizing a team approach to facilitate the transition of students with disabilities from public education into employment. This agreement also includes services to students with disabilities (e.g. physical, medical) who are not eligible for special education services, and students who have a 504 Plan (Rehabilitation Act of 1973), to IDVR for determination of eligibility for vocational rehabilitation services. Secondary Transition Cooperative Agreement with the Idaho Department of Education attached.

IDVR also has individual cooperative agreements with other educational entities throughout the State. The goal of these cooperative agreements is to provide the necessary coordination of services at a local level, which will assist eligible individuals who have disabilities in an educational/university environment. These agreements are specific in terms of program and financial responsibilities of each party and include:

- ◆ All Universities, Colleges and Professional Technical Programs in Idaho
- ◆ Idaho School for the Deaf & the Blind
- ◆ State Department of Education (Special Education, Assistive Technology)
- ◆ Panhandle Consortium (Region I)
- ◆ Coeur d'Alene/Post Falls School-Work (Region I)
- ◆ Lewiston School-Work (Region II)
- ◆ Local Consortium of Southern Idaho School Districts (Region IV)

- ◆ Southern Counties Consortium of Schools (Region V)
- ◆ Pocatello School-Work (Region V)
- ◆ Greater Opportunities to Achieve Life Skills Consortium School Districts (Region VI)
- ◆ Canyon, Owyhee and Gem School Districts (Region VII)
- ◆ Nampa/Vallivue School District (Region VII)
- ◆ Meridian Joint School District #2 (Region VIII)

Attached are examples of Cooperative Agreements IDVR currently has with School-Work Transition Projects and with Colleges and Universities that outline information regarding consultation and technical assistance, transitional planning in the development and completion of IPEs, roles, responsibilities, including financial responsibilities of each, and procedures for outreach to and identification of students with disabilities who need transition services.

Additionally, IDVR is involved in the Idaho Interagency Council on Secondary Transition with the purpose of ensuring that youth with disabilities experience a collaborative, comprehensive system that facilitates a smooth transition from secondary school to adult life. The goal of this group is to provide and promote a common conceptual framework that leads to opportunities for youth with disabilities in community living, recreation, continued education, and employment. Interagency cooperative planning, information sharing, and the collaborative use of resources will help accomplish our mission at the state and local level. Guiding Principles include:

- Informed choice
- Empowered youth
- Individualized planning, services, and supports
- Integrated career opportunities
- Holistic life areas
- Unlimited opportunities
- Self reliance, independence
- Integrated life opportunities including - housing, employment, education, leisure, community living,
- Transition planning is a lifelong process that begins at an early age
- Youth and their families are informed and aware of available community resources
- Alignment of resources including advocacy
- Resource mapping statewide and at the local level including advocacy

Goals of the group include:

1. Develop a framework that can be used at the local level to provide effective implementation of transition services through a local interagency agreement including:
 - Identify roles and responsibilities of each service agency in the transition for youth with disabilities from secondary school to adult life
 - Assist in identifying and coordinating resources to maximize existing resources, avoid duplication and promote continuity of service coordination
 - Share information regarding general criteria to access services across agencies and environments
 - Provide continuing analysis of the transition system effectiveness using available data and provide feedback to state and local agencies
2. Develop local interagency teams to increase communication and collaboration among service agencies that focus on secondary transition for students with disabilities.
 - The core membership of the local interagency teams may include education, vocational rehabilitation, Commission for the Blind, juvenile justice, community corrections, health and welfare, higher education, local independent living center, adult service provider, Workforce Development, youth with disabilities, family members, others as locally identified.
 - Provide training regarding purpose and sustaining of local interagency teams.
 - Encourage local identification of strengths, needs and activities to improve secondary transition at the community level.
 - Facilitate the sustainability of the local interagency teams
 - Encourage on-going identification of local strengths, needs and activities to improve secondary transition at the community level.
3. Identify and share effective practices used to develop and sustain local interagency teams.
 - Provide opportunities for face-to-face interaction with other local teams (i.e.: annual transition fair or regional opportunities)
 - Develop financial resources that support and sustain activities of the local interagency teams

IDVR also works very closely with Jacque Hyatt, who is the Special Education Transition Coordinator for the State and is a member of the State Rehabilitation Council. Over the past several years, Ms. Hyatt visits School Districts statewide where she not only reviews their performance, but also sets up training for teachers, parents, and students and always includes the Vocational Rehabilitation Counselor who directly serves that School District to provide input and information.

Each year, VRCs meet with teachers who serve students with SED (Severely Emotional Disturbed), school counselors, school nurses and staff running substance abuse groups in schools to provide training and information on VR services to students receiving services under an IEP, as well as to students on 504 plans and individualized health plans. This continued training is important as educators sometimes overlook students with physical or emotional disabilities. Attached is an informational brochure utilized for transitional purposes, "VR transition services for students."

IDVR also serves on a sub-committee of the State Independent Living Council that is putting together training for high school students with disabilities. It is designed to "fill in the gaps" of moving from completing their education through transition by providing training on Independent Living skills as they relate to the adult work and employment. This project will be piloted in Blackfoot and is then anticipated to move statewide. The Vocational Rehabilitation Counselor from the Blackfoot area is also participating in the committee as well and will become even more involved once the project is on line.

4.9(c)(3)

Cooperative Agreements with Private Non-Profit Vocational Rehabilitation Service Providers

IDVR does not establish cooperative agreements with private non-profit vocational rehabilitation service providers as we purchase services on a fee for service basis.

4.9(c)(4)

Evidence of Collaboration Regarding Supported Employment Services and Extended Services include:

IDVR had Cooperative Agreements with the Idaho Department of Health and Welfare, Bureau of Developmental Disabilities and the Bureau of Mental Health and Substance Abuse regarding Supported Employment long-term support services to 6/30/2004. As of July 1, 2004, the Idaho Legislature changed the responsibility for the Work Services/Supported Employment long-term support funding from the Department of Health and Welfare to IDVR due to continuing concerns over the management of the program and perceived lack of accountability. IDVR has convened a committee that is in the process of developing a management strategy for the program as well as accountability measures to ensure that funding is appropriately utilized and more individuals with the most significant disabilities will receive the support they need to be successful. IDVR has recently hired two individuals to manage this program statewide under the direction of the IDVR Administrator. IDVR will be conducting ongoing regional studies of the needs of people with the Most Severe Disabilities for the Community Supported Employment strategy statewide. IDVR does not establish cooperative agreements with private non-profit vocational rehabilitation service providers as IDVR purchases services on a fee for service basis.

4.11(b)

COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT

DATA SYSTEM:

Collection and analysis of data on qualified personnel needs and personnel development consistent with the provisions of 34 CFR 361.18 (a) include the following activities:

- Analysis of current and future staffing needs through periodic reviews of turnover rates, promotions and transfers. Anticipatory staffing analysis is ongoing.
- Population study conducted periodically to forecast population growth by county for use in maintaining adequate staffing levels and insuring future needs of people with disabilities will be met. All regions were evaluated based on their unique characteristics such as geographic location and travel considerations. One Vocational Rehabilitation Counselor and Clerical staff were transferred to the new Meridian School Work Transition Office with funding coming from a cooperative agreement with the school district and a Vocational Rehabilitation Counselor for Adult Correction was added in the Boise area after the development of a cooperative agreement with the Department of Correction.
- Continual tracking and monitoring of EEO/AA statistics for reporting purposes.
- Tracking, monitoring and reporting of individual academic preparation, certification pursuits and Continuing Education for Vocational Rehabilitation Counselors (VRCs).
- Tracking, monitoring and reporting individual training and development of Vocational Rehabilitation staff.
- Annual assessment of training needs to establish priorities and develop programs to meet those needs.
- Maintenance of employee history and skills inventory for employee training and development and succession planning.
- Strategic planning including succession planning efforts.
- The Division has one hundred and forty-eight (148) total full time employees; one hundred and twenty-seven (127) of these are Field Staff that comprise eight (8) Regional Managers; seventy (70) Vocational Rehabilitation Counselors; and forty-eight (48) Offices Services personnel. We also have one Migrant Service Coordinator serving under the MSFW grant and one Vocational Rehabilitation Counselor working on the Department of Correction "Going Home" grant.
- The ratio of Vocational Rehabilitation Counselors to eligible individuals served is 1:106.
- Periodic contact with Regional Universities (Western Washington University, Utah State University, University of Washington, University of Idaho, Western Oregon University) to maintain relationships, announce vacancies and develop/maintain a pool of qualified Vocational Rehabilitation Counselor applicants.
- Utilize Region X Recruitment Survey Results to assess the number of students attending University Rehabilitation Programs with projected graduation, i.e., Western Washington University: 11; Western Oregon University: 1; University of Idaho: 10. However,

it should be noted that many of the prospective Idaho graduates indicated by this study are already IDVR employees involved in a CSPD plan.

RECRUITMENT AND RETENTION:

Plan to address current and projected needs for qualified personnel includes the following activities:

- Maintain a positive relationship with the University of Idaho. Participation on the Advisory Board for Curriculum Development for the Masters Degree Program in Vocational Rehabilitation Counseling.
- Periodic site visits to the University of Idaho to meet with students and faculty for establishing relationships and initiating recruitment activities with current graduate students.
- IDVR completed a population study that was presented in April 2002, based on information from the 2000 Census to assess population trends and adequacy of staffing statewide. The Field Services Bureau has utilized this information in examining the positioning of regional staff and regional needs. Funding issues and the Idaho Legislator's reluctance to approve additional staff make it difficult to acquire new positions. However, when a new population study is completed next year, this information will be used to develop a premise for requesting additional positions should we find that there are areas that need additional support.
- Provide feedback to the Director at the University of Idaho on existing and future staffing needs, including individuals with disabilities and from minority backgrounds for capacity building. Critique program content and advise Director on areas needing attention for successful placement of graduates within the Division.
- Monitor outreach to all areas of the state by the University of Idaho to enable existing staff to complete advanced degrees off-campus.
- Provide feedback to the University of Idaho Director on Division needs for employing individuals with disabilities or individuals of minority status.
- Periodic contact with Regional Universities (Western Washington University, Utah State University, University of Washington, University of Idaho, Western Oregon University) to maintain relationships, announce vacancies and develop/maintain a pool of qualified Vocational Rehabilitation Counselor applicants.
- Increased contact with key colleges and universities through on-site visits to establish relationships and increase applicant pool for qualified Vocational Rehabilitation Counselor applicants. These schools include University of Northern Colorado and San Diego State University. Contact was also made with University of Wisconsin –Stout, Michigan State University, University of North Dakota and Montana State University for job postings and recruitment.
- Ensure training, program development and skill enhancement of counselors designated to serve the deaf/hard of hearing in Idaho, including participation in Western Oregon University's summer program for Rehabilitation Counseling for people who are Deaf and Hard of Hearing.
- Continued participation in state/regional conferences on Hispanic culture and issues.
- Recruit and place candidates fluent in Spanish for specific areas of the State to serve the needs of the Hispanic community.

- Applied for and received a MSFW grant to meet the needs of this fast growing population in the areas where they reside.

PERSONNEL STANDARDS:

Establishment and maintenance of personnel standards includes the following activities:

- The standards established by IDVR for VRCs, Regional Managers, and Central Office Field Services Management with regards to academic requirements include graduation from an accredited four-year college or university with a Master's Degree in Vocational Rehabilitation Counseling, Guidance and Counseling, Psychology, or related fields and/or the Certified Rehabilitation Counselor (CRC) designation. CRC is acceptable in lieu of the Master's degree requirement, but both the degree and certification are preferred. However, due to our sometimes limited applicant pool, equal importance is placed on experience and special skills, i.e., Spanish speaking, sign language proficient, extensive employment history that encompasses specialty areas such as Corrections, School Work Transition, etc.
- The attached information outlines the degree/certification status of Vocational Rehabilitation staff.
- There are currently fifty-nine (59) Vocational Rehabilitation Counselors who meet the standard and seventeen (17) who do not meet the standard.
- The ability of IDVR to hire qualified personnel has been adversely affected by Idaho's discouraging agencies from increasing the wages of state employees, unless there has been a significant change in job duties or a promotion, for the past three years. While this stance just recently changed and IDVR offered increases to many of its employees, this has ultimately taken its toll on personnel. Additionally, there are often limited qualified applicants for the more rural offices or for positions requiring special skills, i.e., Spanish speaking, sign language, etc.
- IDVR provides continued counseling to employees (VRC) on Division expectations for meeting the requirements as defined by Federal regulations of a Qualified Rehabilitation Professional (QRP) and formalized plans for achieving the goal.
- IDVR provides financial support through funding from the Basic Support and In Service Training Grants for coursework to support counselor objectives in meeting CSPD requirements. In FFY 2003, \$11,320.19 was spent to support this effort.
- Ensuring plans for achieving the Division's Comprehensive System of Personnel Development (CSPD) goals for individual counselors not meeting the Division's criteria are in place and progress is recorded semi-annually.

STAFF DEVELOPMENT:

Activities for staff development to ensure all personnel are receiving appropriate and adequate training include the following:

- Tracking, monitoring and reporting individual training and development of all Vocational Rehabilitation staff.
- Annual assessment of training needs to establish priorities and develop programs to meet those needs.

- Participation in local, state, regional and national seminars and conferences on special topics related to VR services and people with disabilities. Topics include: assistive technology, informed choice, workforce development, multi-cultural issues, client rights, self-employment, job development, job placement and issues with juvenile and adult corrections.
- Participation in extensive training to enhance skills in software application.
- Management development training for Vocational Rehabilitation Counselors and other staff members to enhance skills related to current jobs or future advancement opportunities. Participation in Emerging Leaders training by Region X CCER Leadership Institute and management and supervisory skill development provided by Idaho Division of Human Resources.
- Identifying and/or developing staff in particular subject matters to develop potential trainers or facilitators within the Division for staff training. Areas being developed are: Alcohol/Substance Abuse, Caseload Management, Critical Case Questioning, SSA/SSI/SSDI, Adult and Juvenile Corrections, School-Work Transition, Mental Health and Pure State Kidney.
- Exploring options for the development of paraprofessional positions within the agency and noting available training and certification opportunities.
- Exit interviews conducted with staff, when possible, to determine whether there are areas of concern affecting staff retention that need to be addressed.

COMMUNICATION WITH DIVERSE POPULATIONS:

Activities to ensure employment of personnel who are trained to communicate in special languages are as follows:

- Ensure training, program development and skill enhancement of counselors designated to serve the deaf/hard of hearing in Idaho, including participation in Western Oregon University's summer program for Rehabilitation Counseling for people who are Deaf and Hard of Hearing.
- Continued participation in state/regional conferences on Hispanic culture and issues.
- Recruit and place candidates fluent in Spanish for specific areas of the State to serve the needs of the Hispanic community.
- Since Idaho has a separate entity that addresses issues related to low vision and blindness, IDVR does not provide specific training to its staff in Braille.

COORDINATION OF THE CSPD AND INSERVICE TRAINING:

- Annual assessment of training needs to establish priorities and develop programs to meet those needs in compliance with CSPD requirements.
- Involvement in the Idaho Interagency Council on Secondary Transition which promotes interagency cooperative planning, information sharing, and the collaborative use of resources at the state and local level to insure that training needs are adequately identified and then addressed through shared training opportunities.
- Annual In-service staff training curriculum based on the identified areas of need.

- Provide financial support through Basic Support and In Service training grants for coursework to support counselor objectives in meeting CSPD requirements.

STATE REHABILITATION COUNCIL:

- The Idaho Division of Vocational Rehabilitation (IDVR) and the State Rehabilitation Council (SRC) work closely on the development of IDVR's Strategic Plan, which outlines the goals and objectives of the agency that are also included in the State Plan. A joint meeting was held that included all of the IDVR Regional Managers, Central Office staff and SRC members to discuss the proposed goals as well as in review of the previous year's goals. Any input that was offered was reviewed and mutually agreed upon by all involved. Public input was also solicited from around the State of Idaho through joint Public Meetings with the State Rehabilitation Council as part of the process to develop a final version of the State Plan. Meetings were held in Idaho Falls, Coeur d'Alene, and Boise during the month of March.
- To ensure that the SRC is kept informed of programs IDVR is involved with as well as any issues that might arise during the year so that they can offer input, various IDVR staff present such information as School Work Transition survey results, Administrative Review findings, IDVR Impact Study, Mental Health survey results, BPAO Grant, Ticket to Work, etc, at each SRC quarterly meeting. After each presentation, the SRC and IDVR discuss strategies to improve operations and services to clients.

4.12 (a)

RESULTS OF A COMPREHENSIVE, STATEWIDE ASSESSMENT CONDUCTED BY IDVR WITH INPUT FROM THE STATE REHABILITATION COUNCIL WITH RESPECT TO THE:

(a) REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES

The Division accomplishes statewide studies of its own and it also considers studies of need done by other organizations in the State including the Department of Labor, the Department of Commerce, the Department of Education, and the Department of Health and Welfare in assessing the rehabilitation needs of individuals with disabilities. Studies are analyzed for data that may reflect issues dealing with individuals with disabilities, people of minority classes, unserved or underserved populations, individuals with the most significant disabilities and the need for supported employment, as well as those served through other components of the statewide workforce investment system.

Some of the studies the Division has utilized include:

- IDVR Department of Correction Survey
- IDVR Mental Health Project Survey
- A study of the Idaho population trends and projected staffing needs conducted by IDVR
- IDVR Staff Training Needs Survey
- The University of Idaho University Affiliated Program (UAP) Study on Rehabilitation Needs
- Studies of the Idaho Council on Developmental Disabilities
- Health needs assessments for the State of Idaho conducted by the Center for Vital Statistics and Health Policy
- The Idaho Special Education Needs Assessment on Transition and coordination of agencies efforts conducted by the Idaho State Department of Education
- Chartbook on Disabilities
- Disability Statistics Abstract
- 2000 U.S. Census

In addition to these statewide assessments, IDVR participates in ongoing discussions of the needs of persons with disabilities with other agencies such as Department of Juvenile Corrections, Department of Correction, Health & Welfare, Department of Education and Special Education and Mental Health. IDVR is also working with the State Independent Living Council on a new statewide assessment of the needs of Idahoans with disabilities.

The general rehabilitation needs of individuals with disabilities are currently being met. Areas of specific need are addressed in other sections of this attachment.

(b)(i) SERVICE NEEDS OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES INCLUDING SUPPORTED EMPLOYMENT SERVICES

Statistically, IDVR serves a large number of individuals with the most significant disabilities. Although IDVR does not anticipate having to go to an Order of Selection, it is important to ensure that all policies and procedures currently established would support this action should it be necessary.

Long-term funding for Supported Employment Services continues to be a concern. Clients must sometimes remain on waiting lists for extended periods of time before adequate long term funding becomes available.

(b)(ii) SERVICE NEEDS OF MINORITIES

Idaho has three 121 Tribal VR Programs, to serve the needs of American Indians of the Coeur d'Alene, Nez Perce and Shoshone-Bannock Tribes who live on or near the reservations. Regular and ongoing communication between VR Regional Managers and Vocational Rehabilitation Counselors and the 121 Project Administrators and Counselors takes place to assess the needs of tribal people with disabilities. IDVR sees a need to further strengthen the cooperative relationship with the 121 Tribal VR Programs.

Assessment of the needs of the MSFW population in Idaho was completed, utilizing data from the 2000 US Census and Department of Labor statistics. It was found that a larger than anticipated MSFW population resides in the Burley/Twin Falls area that may need services.

(b) (iii) SERVICE NEEDS OF UNSERVED OR UNDERSERVED POPULATIONS

In collaboration with the Department of Correction and the Department of Juvenile Corrections, IDVR completed a statewide review of the needs of individuals currently in the adult and juvenile correction systems in Idaho. It was found that there were large numbers of individuals being referred for VR services who were involved in the correctional system. There is a need to develop strategies with the Department of Correction and the Department of Juvenile Corrections to ensure the needs of individuals with disabilities involved in the correctional system are being adequately served.

(b) (iv) SERVICE NEEDS THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

The One-Stop Centers continue to be physically and programmatically inaccessible to many individuals with disabilities.

(c) STATUS OF COMMUNITY REHABILITATION PROGRAMS

There are currently forty-four (44) Community Rehabilitation Programs (CRPs) in Idaho serving both metropolitan and rural areas of the state and this meets the current needs of persons with disabilities. There appear to be an adequate number of CRPs to serve the needs of VR clients currently.

4.12 (b)

ANNUAL ESTIMATES OF INDIVIDUALS TO BE SERVED AND COSTS OF SERVICES

A review of the 2000 US Census for Idaho indicates that there were 117,039 individuals with a disability between the ages of 21 – 64, which is approximately 16.7% of the population of the state. During FFY 2003, IDVR served approximately 11,379 eligible individuals. In FFY 2004, it is estimated that IDVR will serve approximately 11,519 eligible individuals with disabilities at a cost of \$7,418,236.

In 2003, 4867 individuals were eligible before plan and received services under Title I, part B. IDVR spent approximately \$331,016 in services to 428 individuals who received services under Title VI, part B. At this time, IDVR does not have the exact number of *eligible* individuals who received supported employment services.

IDVR is not in an Order of Selection.

4.12 (c)(1)

IDENTIFIED GOALS AND PRIORITIES IN CARRYING OUT THE VOCATIONAL REHABILITATION AND SUPPORTED EMPLOYMENT PROGRAMS

In January 2004, a team was established to review the process for strategic planning within the Division and to review the 2003-2007 Strategic Plan. This team consisted of administrative staff, Regional Managers, and SRC representatives. Objectives were identified as areas needing additional focus in calendar year 2003. IDVR is not in an Order of Selection and all eligible individuals currently receive the services they require to participate in the rehabilitation process and achieve employment.

Goal 1: Continually Improve The Division's Performance.

Objective 1: Enhance services for those with Mental Illness (MI); those in Adult Correction Programs; and in our School-Work Transition Program. Individuals served through these programs have specialized needs. There are areas of the State that need additional support to adequately serve these populations.

- Objective 2: More fully utilize the expertise of the Counselor Council. While the Counselor Council has existed for many years, over time, their input has diminished. There is a need to reassess this resource and determine how they can be used more effectively.
- Objective 3: Focus on recruitment and retention of qualified staff. There is a regular turnover in staff and a need for qualified candidates to fill these positions within a reasonable timeframe.
- Objective 4: Enhance revenue opportunities for all VR programs. The State of Idaho has been in a poor financial situation for several years. To insure that all individuals seeking IDVR services are adequately served, IDVR needs to assess all options for generating revenue to do so.
- Objective 5: Serve individuals from minority backgrounds. As previously mentioned, we recently found there is a large number of MSFWs in the Burley/Twin Falls area who may require VR services.
- Objective 6: Exceed a 75% client employment retention rate. IDVR's client employment retention statistics indicates that this criteria has been met, IDVR would like this rate to be higher.
- Objective 7: Improve core business processes and infrastructure through the leveraging of Information Technology, resource planning, and business processes. There is a need to do a comprehensive assessment of current operations and determine whether there are changes that can be made to improve the system.
- Objective 8: Strengthen existing service delivery system statewide with emphasis on rural areas. Due to the rural character of Idaho, there are areas of the State with few local resources available.
- Objective 9: Establish a comprehensive Division Safety and Loss Control program. The State of Idaho requires that each agency develop a Safety and Loss Control program and IDVR needs to develop such a program for the agency to meet this requirement.
- Objective 10: Improve transportation options to enhance employment opportunities for individuals with disabilities through involvement with the Public Transportation Interagency Working Group (IWG). A review of transportation systems in Idaho indicates there are areas that need additional resources to ensure that adequate transportation options are available. There may also be situations where resources can be shared among agencies to maximize their effectiveness.

- Objective 11: Establish a Records Retention Plan for the Division. The State of Idaho has mandated that each agency create a Records Retention Plan and IDVR needs to develop such a program in order to comply with this mandate.
- Objective 12: Reflect a positive attitude and willingness to work with the Blue Ribbon Committee. The Blue Ribbon Committee has been charged with the task of reviewing the current structure of Idaho government and to determine if there are changes that can be made that will reduce costs while maximizing services. IDVR needs to ensure that the interests of individuals with disabilities are represented and adequately addressed by providing information on disability issues to this group.
- Objective 13: Preserve financial resources for Division functioning given economic downturn. Again, the financial situation within Idaho government is dismal and IDVR needs Legislators to appropriate adequate general funds to meet the federal match to ensure all dedicated funds are available to Idaho to effectively serve the needs of individuals with disabilities.
- Objective 14: Establish statewide consistency for orientation and training to insure continuity among all levels of staff. IDVR needs to develop a system providing for the consistent orientation and training of new counselors and management staff.

Goal 2: Pursue Relevant Program Expansion To Meet Customer Needs.

- Objective 1: Ensure the complete and effective implementation of Gemini and Famis statewide, fully utilizing current staff. Since the introduction of the new case management system has been completed, there is a need to explore current staff responsibilities for maximum efficiency and effectiveness. There is also a need to assess the financial management system developed several years ago to ensure the agency is gaining maximal benefit.
- Objective 2: Strengthen and expand the Juvenile Corrections Program. Studies reveal there is an ever-increasing number of juvenile offenders with disabilities who require services and a lack of collaborative efforts to ensure those needs are met.
- Objective 3: Investigate the rehabilitation needs of Idaho's aging population with disabilities. While the agency serves a large number of individuals over the age of 55, the 2000 U.S. Census indicated this is the fastest growing age group. There is a need to insure their rehabilitation needs are adequately being met.

Objective 4: Provide adequate Assistive Technology resources statewide. Training on the topic of Assistive Technology is one of the most requested by VR staff on the yearly training needs assessment.

Objective 5: Ensure VR staff has basic knowledge of SSA/Ticket to Work. The Ticket to Work program just recently began its rollout in Idaho and there is a need to ensure all staff understands the program and how to most effectively assist clients.

Objective 6: Cultivate and maintain close collaborative relationships with our community partners. Due to the serious financial situation in Idaho, it has become increasingly important to work collaboratively to meet the needs of individuals with disabilities.

Goal 3: Establish VR as the Primary Source of Information Relating to Vocational Training, Education, and Employment of People with Disabilities.

Objective 1: Ensure continued awareness of the value of the Vocational Rehabilitation Program with the State Board of Education. IDVR must ensure there is an awareness of the needs of individuals with disabilities with the State Board of Education as their decisions directly affect the Agency.

Objective 2: Increase awareness in the Office of the Governor of the value of IDVR's participation in Idaho Works One-Stops with regards to serving persons with disabilities and strengthen the relationship with the State Workforce Development Council. These are all entities that have influence over the budget process and IDVR needs a strong relationship with them to ensure the continuation of adequate funding.

Objective 3: Ensure the availability of information about employment and disability issues. Surveys completed through the Administrative Review process indicate that many employers are not aware of the full range of services VR offers. Increasing their knowledge of these services may encourage them to hire individuals with disabilities.

Objective 4: Ensure an effective Division Marketing Plan. The current IDVR Marketing Plan needs to be re-assessed to determine strategies for increasing employment opportunities for individuals with disabilities through greater employer awareness.

Objective 5: Establish rehabilitation specialty areas. The Bureau Chief of Field Services needs assistance in obtaining information in rehabilitation specialty areas to ensure the needs of Field staff are being served.

Objective 6: Ensure a continuing close working relationship with the State Rehabilitation Council (SRC) and support the SRC's efforts in terms of their advocacy for IDVR and its mission. With a new Administrator, IDVR needs to work towards ensuring the relationship with the SRC remains positive and supportive throughout this transition period.

4.12 (c)(2)(A)

IDVR IS NOT IN AN ORDER OF SELECTION.

4.12 (c)(2)(B)

IDVR expects to continue to provide services to all individuals currently receiving services, provide assessment services to all individuals expected to apply for services and expected to be determined eligible in the next fiscal year and meet all program requirements based on projected fiscal and personnel resources, outlined in depth in this and other attachments to the State Plan and the assessment of the rehabilitation needs of individuals with significant disabilities that have been made.

During FFY 2002 and FFY 2003, IDVR has been able to provide assessment services to all applicants as well as provided a full range of VR services, as appropriate to all eligible individuals. IDVR accepts and encourages referrals from all other entities in all of our locations throughout the State. Referral sources can be schools, partners, individuals, etc. IDVR has conducted outreach efforts to identify and serve individuals with disabilities who have been unserved or underserved by the vocational rehabilitation system by collaborative efforts with entities most closely associated with these groups, i.e., Correctional agencies, Schools, Mental Health agencies, etc. IDVR did not delay, through waiting lists, or other means, determination of eligibility, development of individualized plans for employment for eligible individuals, or the provision of services to eligible individuals for whom individualized plans for employment have been developed.

4.12 (c)(3)**GOALS AND PLANS FOR DISTRIBUTION OF TITLE VI, PART B FUNDS**

IDVR receives \$297,000 annually in Title VI, Part B funds for Supported Employment. All of these funds are allotted as direct client service funds to all IDVR Regional Offices. In addition to these funds, IDVR will also allot \$103,000 of Title I funds toward this strategy for a total of \$400,000. All of these funds are to be used as direct client service funds in this strategy.

4.12 (d)

THE STRATEGIES UTILIZED TO ADDRESS THE RESULTS OF A COMPREHENSIVE, STATEWIDE ASSESSMENT, CONDUCTED BY IDVR WITH INPUT FROM THE STATE REHABILITATION COUNCIL WITH RESPECT TO:

(a) INDIVIDUALS WITH THE DISABILITIES

The Idaho Division of Vocational Rehabilitation (IDVR) will continue to maintain Field offices in thirty-six (36) locations throughout the State of Idaho. Rural areas that do not benefit from an office location will continue to be served on an itinerant basis. Counselors in these areas will continue to develop relationships with community leaders, businesses, doctors, social workers, school personnel, and others to achieve maximum coverage of people with disabilities, especially those with the most significant disabilities. This will insure continued equitable access and participation of people with disabilities to the State VR program including Community Supported Employment (CSE).

IDVR will continue to maintain a strong evaluation component, auditing each of the eight regions throughout the State once every two years. The evaluation component will continue to encompass both compliance with State and Federal regulations as well as the use of “best practice” in case management techniques. The audit will continue to include satisfaction surveying of clients, vendors and employers to ensure the agency remains informed as to the opinions of those served and are able to address any areas of concern identified. This information will continue to be utilized by the Field Services Bureau in the development of action plans to address any areas of concern. Assistive technology needs will continue to be assessed several times throughout the life of a case, i.e., application, eligibility and employment. IDVR will continue to maintain a close working relationship with the University of Idaho Assistive Technology Project whereby the most up to date information will be exchanged regularly to ensure IDVR staff is knowledgeable about assistive technology products and services.

(b) STRATEGIES TO ACHIEVE GOALS AND PRIORITIES OF THE STATE IN CARRYING OUT THE VOCATIONAL REHABILITATION AND SUPPORTED EMPLOYMENT PROGRAMS.

Goal #1 - Continually Improve The Division’s Performance.

OBJECTIVES:

1. More fully utilize the expertise of the Field Services Employee Council. This past year, the role and mission of the Council have been more clearly defined. Support staff has also been included to ensure that the needs of all Field Staff are represented. This upcoming year, IDVR will work to ensure that the vitality of the Council continues, despite the challenges that transitioning to new leadership might bring, to secure Field input for relevant agency decisions.
2. Streamline the Vocational Rehabilitation process. There has been a statewide project to gather information about utilizing the skills of support staff in a more supportive role with the VRCs. This upcoming year, the data from this project will be carefully analyzed and discussed to determine how the agency can maximize its human resources in serving VR clients.
3. Establish statewide consistency for orientation and training to insure continuity among all levels of staff. During the upcoming year, the manual will be revised with up to date reference materials. A training manual that outlines the duties and responsibilities of new staff will also be written.
4. Ensure the complete and effective implementation of Gemini and Famis statewide, fully utilizing current staff. Both of these systems are relatively new and will be assessed with regard to staffing patterns and associated responsibilities to best utilize the Gemini case management system through out the rehabilitation process. IDVR will also assess the current fiscal management program and complete programming, so that the system can manage all fiscal operations and generate required reports.
5. Implement Local AWARE and dial up connection as Gemini options for Field Services use. Information Technology will be working with service providers throughout the State to upgrade computer lines to T1 to improve the speed of Gemini. They will also be working with the designers of the AWARE system to troubleshoot situations that may occur during this process. Policies and procedures will be developed to ensure Field Staff have a complete understanding of the use of Local AWARE.
6. Ensure staff is fully informed of information relative to the operation of the agency, disability issues affecting our clientele and service provision. IDVR plans to more fully utilize the VR Intranet as an information vehicle for policy and procedure updates, resource directory, HR materials as well as information regarding topics such as PASS plans and Ticket to Work. Central Office staff will also be refining an informational email to be sent out regularly to keep Field staff fully informed.

Goal #2 - Pursue Relevant Program Expansion to Meet Customer Needs.

OBJECTIVES:

1. Adequately meet the needs of the increasing number of School-Work Transition students identified throughout the State. Meridian is the fastest growing School District in the Boise area. Over the next year, IDVR will be implementing a new School Work office in the Meridian School District. IDVR will also continue to provide support to the other SWT offices throughout the state as well as to the itinerate VR Counselors serving those schools where a SWT Counselor has not been placed. IDVR anticipates working towards creating a second SWT position for the Boise School District, which is the second largest in the State.
2. Adequately meet the needs of the increasing Adult Corrections population statewide. IDVR will be continuing close communication with the Department of Correction and Department of Juvenile Corrections to develop cooperative agreements that outline the sharing of resources among agencies to ensure that the needs of the Corrections population are adequately served.
3. Ensure VR staff has basic knowledge of SSA/Ticket to Work. Field Services will work closely with Maximus to better disseminate information on the Ticket to Work program to eligible SS recipients.
4. Enhance revenue opportunities for all VR programs. IDVR has hired a new Program Development Manager who will spearhead efforts to identify funding opportunities, working in concert with other Central Office Managers, to develop collaborative ventures focusing on the needs of individuals with disabilities.

Goal #3 – Establish VR as the Primary Source on Information Relating to Vocational Training, Education and Employment of People with Disabilities.

OBJECTIVES:

1. Ensure an effective Division Marketing Plan. VR Staff will be participating in the National Employment Conference as well as in efforts through Region X to enhance the rehabilitation rate through increased networking and the development of intrastate partnerships.
2. Identify the number of individuals with disabilities statewide, assess their needs, and consider this information in the development of programs and services offered. IDVR, in concert with the State Independent Living Council, will conduct a

statewide survey targeting the needs of people with disabilities. IDVR will also complete a new population study to determine population movement and staffing needs.

3. Cultivate and maintain close collaborative relationships with our community partners. IDVR will continue to seek out opportunities to collaborate and share resources as well as identify funding opportunities. IDVR is currently in discussion with the Department of Correction and the Department of Juvenile Corrections to develop cooperative agreements focusing on working together to meet the needs of the Corrections population. Similarly, a new School Work Office in Meridian will be established to meet the needs of the ever-growing School-Work Transition population.

(c) OUTREACH ACTIVITIES TO IDENTIFY AND SERVE INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES WHO ARE MINORITIES AND UNSERVED OR UNDERSERVED POPULATIONS

The Human Resource Development Manager has initiated and will continue to focus on specialized recruiting of minorities. IDVR will continue to periodically offer diversity training to VRCs to insure an adequate understanding of racial and ethnic differences in persons with disabilities.

IDVR will continue to strengthen collaboration with the three 121 tribal programs. The IDVR Coeur d'Alene, Lewiston and Pocatello Regional Managers along with Field staff will continue to work closely with the projects to assist them to understand the VR process and to meet the terms of their grants.

Vocational Rehabilitation Counselors will continue to work with referrals from the populations at the Fort Hall, Coeur d'Alene, and Lapwai Indian Reservations. Additionally, the Pocatello Regional Manager and a Vocational Rehabilitation Counselor in Blackfoot Sub-Office will continue to serve on the Advisory Board for the Shoshone-Bannock Section 121 American Indian Vocational Rehabilitation Program. The Regional Manager and a Vocational Rehabilitation Counselor from the Lewiston Vocational Rehabilitation Office will continue to work collaboratively with the Vocational Rehabilitation Program for the Nez Perce Tribe at Lapwai, and the Coeur d'Alene Regional Manager and a Vocational Rehabilitation Counselor from that Region will continue to work with the Coeur d'Alene Tribe on their 121 Program. The IDVR Coeur d'Alene, Lewiston and Pocatello Regional Managers along with Field staff will continue to work closely with the programs to insure they understand the VR process and to meet the terms of their grants through working directly with the Directors of those programs and their counselors.

IDVR will continue outreach to the Migrant Seasonal Farm Worker (MSFW) population, under Title I. IDVR will continue to administer the MSFW grant that provides for a Migrant Service Coordinator to assist in assessing the needs of eligible MSFWs and

their families and provide referral to necessary community supportive services. IDVR will continue to support four Vocational Rehabilitation Counselors who are bi-lingual in Spanish and are located in Idaho Falls, Blackfoot, Burley and Caldwell areas to serve Migrant Seasonal Farm Workers.

In an effort to expand and improve services to individuals with the most significant disabilities and to minorities, the Division will also continue a salary structure, which allows higher salaries to be paid to individuals who possess certain skills (i.e., sign language, Spanish language). IDVR will also continue working toward enhancing counselor skills for deaf and hard of hearing in all regions as well as insure that all offices in the State are accessible via the telephone system by providing TDDs.

UNSERVED OR UNDERSERVED POPULATIONS

IDVR will continue to participate with the Departments of Juvenile Corrections and Adult Correction on the Federal “Going Home” Grant that provides for the expansion of Vocational Rehabilitation opportunities to eligible serious and violent offender population in the Boise region. IDVR will also be working with the Department of Correction to begin providing services to inmates while they are still incarcerated to develop a seamless system, whereby inmates move from incarceration to the community with supports already in place at the time of release. IDVR is in the process of developing a Memorandum of Agreement (MOA) with the Department of Juvenile Corrections to provide VR services to youthful and violent offenders. The WIA One Stop has a Memorandum of Understanding (MOU) to provide a resource broker to address transportation and housing issues for this same population. IDVR and the broker collaborate will be providing collaborative services specified under the grant.

IDVR will continue to serve on the advisory board for the Idaho Project for Children and Youth with Deaf-Blindness. This is a grant funded under the Office of Special Education Programs (OSEP) offering technical assistance to families and service providers who serve youth and young adults up to age 22 who have combined deaf and blindness issues.

SERVICES THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

IDVR will remain an active partner in the statewide Workforce Investment System and as such, be involved with all the other partners of that system. Due to the rural nature of Idaho, IDVR has always worked very closely with its partners to maximize available resources in serving individuals with disabilities. The Bureau Chief of Field Services will continue to serve on the Workforce Development Council Staffing Committee and participate in the WIA One-Stop Working Group that assesses the six One-Stop Centers and their programs including accessibility by persons with disabilities. Regional Managers will continue to serve on local Work Investment Boards statewide to insure that the interests of individuals with disabilities are adequately represented and served.

Attachment 4.12 (d): Page 5 of 8

Effective Date: 10/1/2004

IDVR's counselors will also continue to serve One-Stop clients with disabilities on an itinerant basis in all of the One-Stop Centers in the State, and continue to maintain ongoing relationships with these partners.

(d) STRATEGIES TO OVERCOME BARRIERS RELATED TO EQUITABLE ACCESS TO AND PARTICIPATION OF INDIVIDUALS WITH DISABILITIES IN THE VOCATIONAL REHABILITATION PROGRAM AND SUPPORTED EMPLOYMENT PROGRAMS.

As of July 1, 2004, the Idaho Legislature changed the responsibility for the Work Services/Supported Employment long-term support funding from the Department of Health and Welfare to IDVR due to continuing concerns over the management of the program and perceived lack of accountability. IDVR has convened a committee that is in the process of developing a management strategy for the program as well as accountability measures to ensure that funding is appropriately utilized and more individuals with the most significant disabilities will receive the support they need to be successful. IDVR has recently hired two individuals to manage this program statewide under the direction of the IDVR Administrator. IDVR will be conducting ongoing regional studies of the needs of people with the Most Severe Disabilities for the Community Supported Employment strategy statewide.

IDVR will continue to monitor its ability to serve those with the most significant disabilities, taking into consideration the recommendations of the State Rehabilitation Council (SRC) concerning the Order of Selection criteria.

(e) STATE'S STRATEGIES AND USE OF TITLE 1 FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

A review of the needs of the SWT area indicated that Meridian is the fastest growing School District in the Boise area. Over the next year, we will be implementing a new School Work office in the Meridian School District. IDVR will also continue to provide support the other SWT offices throughout the state as well as to the itinerant counselors serving those schools where a SWT Counselor has not been placed. We anticipate working towards creating a second SWT position for the Boise School District, which is the second largest in the State.

IDVR will continue to participate with the Departments of Juvenile Corrections and Adult Correction on the Federal "Going Home" Grant that provides for the expansion of Vocational Rehabilitation opportunities to eligible serious and violent offender population in the Boise region. IDVR will also be working with the Department of Correction to begin providing services to inmates while they are

still incarcerated to develop a seamless system, whereby inmates move from incarceration to the community with supports already in place at the time of release. IDVR is in the process of developing a Memorandum of Agreement (MOA) with the Department of Juvenile Corrections to provide VR services to youthful and violent offenders. The WIA One Stop has a Memorandum of Understanding (MOU) to provide a resource broker to address transportation and housing issues for this same population. IDVR and the broker collaborate will be providing collaborative services specified under the grant.

IDVR became an Employment Network for the SSA Ticket-to-Work program and trained all staff in its implementation. Possible future projects that are envisioned include statewide staff training on self-employment entrepreneurship to enhance this employment option for clients and statewide training to increase the use of PASS Plans.

An Impact study is being undertaken to investigate strategies to increase agency effectiveness and efficiency and explore possible role changes within the agency.

IDVR has increased collaboration with the three 121 tribal programs. The IDVR Coeur d'Alene, Lewiston and Pocatello Regional Managers along with Field staff are working closely with the projects to assist them to understand the VR process and to meet the terms of their grants. IDVR assisted with the organization of the CANAR Mid-Year Conference and sent several management and counseling staff to the conference to further reinforce these relationships.

IDVR was again successful in securing a Migrant Seasonal Farm Worker grant that will provide services to MSFWs in the major areas in which they reside. A Migrant Service Coordinator was hired through the grant to assist eligible MSFWs and their families obtain the services they require to successfully complete the rehabilitation process and obtain employment commensurate with the needs.

IDVR is a partner in a State Independent Living Council Work Group that is developing training for high school students with disabilities. The training is designed to "fill in the gaps" of their education and transition out of school by providing training on Independent Living Skills as they relate to the adult work and employment. It will be piloted in the Blackfoot area and then statewide movement is anticipated.

IDVR serves on the advisory board for the Idaho Project for Children and Youth with Deaf-Blindness. This is a grant funded under OSEP offering technical assistance to families and service providers who serve youth and young adults up to age 22 who have combined deaf and blindness issues.

IDVR will be sending staff to the RSA National Employment Conference in Washington D.C. that is focusing on building relationships with community employers. Representatives will be sent from each of our eight regions around the state.

(f) DESCRIPTION OF STRATEGIES

- (i) Assistive technology needs will continue to be assessed several times during the life of a case, i.e., application, eligibility, services and employment. IDVR will maintain a close working relationship with the University of Idaho Assistive Technology Project whereby the most up to date information is exchanged regularly to ensure IDVR staff is knowledgeable about assistive technology products and services. Training will continue to be provided to staff regularly through In-service and attendance at conferences.
- (ii) Current need for CRPs is being met, so IDVR has no plans to establish or develop new ones. IDVR will continue to work with the CRPs to assist them in improving services to clients through joint training opportunities and conferences.
- (iii) IDVR will continue to review the specifics of performance indicator 1.6 and provide training statewide to insure that the Primary Source of Support will be coded accurately at Application and at Closure.
- (iv) IDVR will remain an active partner in the statewide Workforce Investment System and as such continue to be involved with all the other partners of that system. Due to the rural nature of Idaho, IDVR has always worked very closely with its partners to maximize available resources in serving individuals with disabilities. IDVR will continue to have representatives from each region of the state serve on local Work Investment Boards to insure that the interests of individuals with disabilities will be adequately represented and served. IDVR's counselors will continue to serve One-Stop clients with disabilities on an itinerant basis in all the One-Stop Centers in the state, and continue to develop ongoing relationships with our partners.

4.12(e)

5 (a) EVALUATION AND REPORT OF PROGRESS IN ACHIEVING IDENTIFIED GOALS AND PRIORITIES AND USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

(i) ACHIEVEMENT STATUS OF GOALS AND PRIORITIES

In January 2004, a team was established to review the process for strategic planning within the Division and to review the 2003-2007 Strategic Plan. This team consisted of administrative staff, Regional Managers, and SRC representatives. In reviewing the status objectives to be completed in calendar year 2003, the results listed below were obtained:

Goal 1: Continually Improve The Division's Performance.

Objective 1: Enhance services for those with Mental Illness (MI); those in Adult Correction Programs; and in our School-Work Transition Program. Achievement Status: Program evaluations have been completed for the Mental Illness, Adult Correction, and School Work Transition Programs. The results are being utilized for continuous program improvement. This objective has been completed.

Objective 2: More fully utilize the expertise of the Counselor Council. Achievement Status: The Division has reorganized the Counselor Council and it has been renamed to better reflect the inclusion of all Field Services staff. The name of the council is now the Field Services Employee Council (FSEC). The FSEC has begun to meet on a regular basis and developed a mission statement clarifying the scope of its responsibilities. Furthermore, the FSEC has been charged by the Administrator with exploring several major issues affecting the Field and provide formal recommendations to Management, when requested.

Objective 3: Focus on recruitment and retention of qualified staff. Achievement Status: Activities conducted to fulfill the recruitment piece included: Contact with program directors from the University of Northern Colorado, Utah State University, University of Idaho, University of Arizona, San Diego State University, Montana State University, University of Wisconsin-Stout, Minnesota State University and Portland State University; attendance at a career fair at Utah State University; attended educational summit in Denver and met with numerous educators for recruitment contacts; visited students at University of Idaho, University of Northern Colorado, Utah State University and San Diego State University; placed recruitment binders on file with career centers at Utah State University, San Diego State University, and the University of Northern Colorado; and utilized WWW to announce vacancies with Idaho Division of Human Resources, University of Wisconsin-Stout, Montana State University, Utah State University and San Diego State University.

For retention, the Human Resource Manager researched salary and turnover for Vocational Rehabilitation Counselors (VRCs) and Office Supervisor II positions (benchmarked against state statistics) to support increases; increased entry level salaries of new VRCs; incorporated adjustments in the latest pay package for salary compression issues; collected feedback from Field Services Employee Council on career path and salary for entry level positions and increased training opportunities for counseling staff, focusing on new counselor training such as Case Load Management, Critical Case Questioning and New Counselor Orientation. This objective has been met.

Objective 4: Enhance revenue opportunities for all VR programs. Achievement Status: This objective remains and has been moved to Goal #2 as Objective 4 because it fits more closely with this goal. VR has entered into a contract with the Idaho Association of Community Rehabilitation Programs (IACRP) to provide the federal share funding to the IACRP for projects outlined in the contract. In exchange, VR received the state portion of the funds from the IACRP, which increased the Division's matching funds and decreased the MOE deficit.

Objective 5: Serve individuals from minority backgrounds. Achievement Status: IDVR has continuously monitored the numbers of individuals with disabilities served from minority backgrounds and has met the Federal Performance indicator for service rate. The Division will continue to serve individuals with disabilities from minority backgrounds that require our services as a matter of course. This objective has been met and is ongoing in nature.

Objective 6: Exceed a 75% client employment retention rate. Achievement Status: The Division has for several years assessed the employment retention rate of individuals rehabilitated into competitive employment and earning at least minimum wage computed on a twelve-month basis. This objective has been met and is ongoing in nature.

Objective 7: Improve core business processes and infrastructure through the leveraging of Information Technology, resource planning, and business processes. Achievement Status: The Division has installed an automated case management system and a Financial Accounting system, which have improved efficiency. The Division has made tremendous strides in assessing core business processes and making changes to ensure efficiency. This object is being met and is ongoing in nature.

Objective 8: Strengthen existing service delivery system statewide with emphasis on rural areas. Achievement Status: The Division has researched the possible repositioning of sub-offices and staff, using updated census data and information gleaned from a

population study completed by the Division. Information Technology is investigating options for improved communications and equipment will be installed and contracts initiated to accomplish this. This objective has been completed.

Objective 9: Establish a comprehensive Division Safety and Loss Control program. Achievement Status: The Division successfully developed and implemented a Safety and Loss Control program and continues to assess its efficacy and will make changes as needed. This objective has been accomplished.

Objective 10: Improve transportation options to enhance employment opportunities for individuals with disabilities through involvement with the Public Transportation Interagency Working Group (IWG). Achievement Status: The Division had a representative attend and participate in meetings of the IWG and serve on sub-committees to better address statewide VR client transportation needs for several years. This objective has been accomplished.

Objective 11: Establish a Records Retention Plan for the Division. Achievement Status: The Division has developed and implemented a Records Retention Plan and continues to assess its efficacy and make changes as needed. This objective has been completed.

Objective 12: Reflect a positive attitude and willingness to work with the Blue Ribbon Committee. Achievement Status: The Division diligently sought opportunities to network with members of the Blue Ribbon Task Force and provide information about the Vocational Rehabilitation program in Idaho. During the past year, we received several inquiries specific to services provided by the Division and provided the requested information in a timely fashion. This objective has been completed.

Objective 13: Preserve financial resources for Division functioning given economic downturn. Achievement Status: The Division reviewed the Order of Selection plan as put forth by the State Rehabilitation Council. IDVR requested a Maintenance of Current Operations (MCO) budget; reviewed IDAPA payment policy; and reviewed business practices to reduce operating expenses. Changes were made where prudent. This objective has been completed.

Objective 14: Establish statewide consistency for orientation and training to insure continuity among all levels of staff. Achievement Status: This Objective has been moved to Goal 1 and listed as Objective 4 as it better relates to improving the Division's performance. We continue to work on this objective.

Goal 2: Pursue Relevant Program Expansion To Meet Customer Needs.

Objective 1: Ensure the complete and effective implementation of Gemini and Famis statewide, fully utilizing current staff. Achievement Status: IDVR developed evaluation instruments to assess the overall effectiveness of these systems in terms of staffing, process and policy that will identify skill gaps so that the agency can provide adequate training to ensure maximum efficiency and effectiveness. The Division will initiate a contract to complete programming so that Famis is fully functional. The Division will move the function of creating bills in Gemini from Fiscal to the Field as originally planned. This will improve the overall efficiency of the bill payment process by placing more responsibility and control in the field.

Objective 2: Strengthen and expand the Juvenile Corrections Program. Achievement Status: The Division recently entered into an agreement with the Department of Juvenile Corrections (DJC) to work with identified violent and youthful offenders. The Division will assist to identify and provide services intended to reduce the recidivism rate through addressing their unique disability and employment issues. IDVR will be serving all VR eligible youth in the Canyon County area that meet the criteria for the grant and are referred by DJC.

Objective 3: Investigate the rehabilitation needs of Idaho's aging population with disabilities. Achievement Status: The Division completed a population and caseload study of individuals served indicating that the Division is currently adequately serving this population. The Division has also developed a working relationship with the Commission on Aging and utilizes their expertise when necessary. The objective has been completed.

Objective 4: Provide adequate Assistive Technology resources statewide. Achievement Status: A survey was conducted to ascertain the informational needs of VR staff. The Division then worked closely with the Assistive Technology Project at the University of Idaho in providing extensive assistive technology information to VR staff statewide.

Objective 5: Ensure VR staff has basic knowledge of SSA Ticket-To-Work. Achievement Status: The Field Services Bureau Chief and an assigned Regional Manager researched and remained current with information regarding not only the scheduled roll out of the Ticket, but also information that has been available since the Act and regulations were published. Regular discussions have occurred with the Regional RSA representative as well as with other Region X States on the Ticket. Several Managers attended Maximus training in Boise. The Division completed paperwork to become an Employment Network for Ticket. The Division trained Regional Managers about the Ticket-To-Work program during a management meeting and then trained all Field staff at break-out sessions during the Division's annual In-service in October 2003, prior to Idaho's scheduled rollout date. The Deputy Chief of Field Services attended a national Ticket to Work training in Washington, D.C. in August 2003. The Division continues to work on developing a fiscal tracking system and plans to have this completed by the end of 2004.

Objective 6: Cultivate and maintain close collaborative relationships with our community partners. Achievement Status: This objective remains in the Strategic Plan. However, it has been moved to Goal 3 as Objective 3 because it fits more closely with this goal.

Goal 3: Establish VR as the Primary Source of Information Relating to Vocational Training, Education, and Employment of People with Disabilities.

Objective 1: Ensure continued awareness of the value of the Vocational Rehabilitation Program with the State Board of Education. Achievement Status: The Division has provided information to the Board on a regular basis. Additionally, a quarterly report is provided to the Board outlining the progress the Division has made toward meeting its performance goals. Board members have been invited to the Division's annual In-service. This objective has been met.

Objective 2: Increase awareness in the Office of the Governor of the value of IDVR's participation in Idaho Works One-Stops with regards to serving persons with disabilities and strengthen the relationship with the State Workforce Development Council. Achievement Status: The Division has maintained a good working relationship with the Office of the Governor and has participated on several committees representing the interests of individuals with disabilities. Ruth Rathbun, Chairman of the State Rehabilitation Council has been an active member of the State Work Force Development Council and as such, has ensured the interests of IDVR as well as individuals with disabilities are well represented. This objective has been met.

Objective 3: Ensure the availability of information about employment and disability issues Achievement Status: A review of informational activities in the Field revealed that VR offices throughout the State have developed strong working relationships with their contacts within Health and Welfare, Schools and Department of Labor as well as with other agencies where the interests of individuals with disabilities are served. Regional Managers and Vocational Rehabilitation Counselors alike present information about the services the Division has to offer, as needed. This objective has been met.

Objective 4: Ensure an effective Division Marketing Plan. Achievement Status: Many of the goals outlined in the comprehensive Marketing Plan the Division developed in 1999 have been instituted. The Division plans to revisit the goals that have not been met to determine their relevance to the functioning of the Division currently. The plan will be discussed at the next Management meeting in September and it will be determined at that time if there are remaining goals that the Division needs to concentrate on and base the new operational plan on that information.

Objective 5: Establish rehabilitation specialty areas. Achievement Status: Each of the Regional Manager's have been assigned rehabilitation specialty areas and they remain available for consultation in planning and training activities on an as needed basis. The objective has been met.

Objective 6: Ensure a continuing close working relationship with the State Rehabilitation Council (SRC) and support the SRC's efforts in terms of their advocacy for IDVR and its mission. Achievement Status: The Division has developed a strong working relationship with the State Rehabilitation Council (SRC). An appointed Division representative attends each of the SRC meetings and provides information about areas of interest to the SRC. Additionally, the Division collaborates with the SRC in the development of their client satisfaction surveys and assists with that process. At each quarterly meeting, the Division's Administrator provides the SRC with an update of the Division's activities. The Division, jointly with the SRC, conducted town meetings around the state to solicit input from the public about the Division's State Plan and other issues of interest. This objective has been met.

(ii) STRATEGIES UTILIZED BY IDVR CONTRIBUTING TO THE ACHIEVEMENT OF THE GOALS AND PRIORITIES

A Strategic Planning Team was established to review the process for strategic planning within the organization; review the 2003-2007 Plan and to determine any changes necessary to incorporate into the 2004-2008 plan. This team is made up of IDVR Central Office Staff, Regional Managers and SRC members.

All functional areas should contribute toward the achievement of organizational goals and objectives.

The Division revised and implemented a new Administrative Review Process to provide a better understanding of the needs and activities of the field offices in order to insure an efficient and cohesive rehabilitation process:

Regions are being audited more frequently to provide ongoing feedback to Regional Managers. Four regional office audits will be conducted each year with special program evaluations taking place as needed.

The review team will include the Planning and Evaluation Manager, Bureau Chief of Field Services or Deputy Bureau Chief of Field Services, the Regional Manager of the region being audited, a visiting Regional Manager from another region, and a Counselor or Assistant Regional Manager from a different region who is being trained as part of succession planning.

The Division will continue to audit a statistically valid sample of each counselor's work. This sample is inclusive of Community Supported Employment, School-Work Transition, Migrant Seasonal Farm Worker and Adult Correction, when available.

The audit criteria have been refined to reflect changes in the 1998 Amendments to the Rehabilitation Act and in the way we are collecting data due to IDVR's new case management system. The Division is now more efficient with regard to review time, travel time and cost.

Vendor satisfaction, client satisfaction and employer satisfaction surveys will be conducted by mail

(iii) ALL STATE GOALS AND PRIORITIES WERE ACHIEVED.

(iv) STATUS OF EVALUATION STANDARDS AND PERFORMANCE INDICATORS

Information received from the United States Department of Education indicated the following information for 2002 assessment of the outcome of the evaluation standards and performance indicators:

Evaluation Standard 1: Employment Outcomes

Performance Indicator 1.1:

The number of individuals achieving employment outcomes during the current performance period compared to the number from the previous performance period.

IDVR passed this performance indicator in 2003 with a total of 1799, eighty-eight more rehabs than in 2002, which was 1711. In 2002, the number of rehabilitations decreased due to several factors, which included the inability to count sheltered closures, state hiring freeze, poor economy and loss of jobs.

Performance Indicator 1.2:

The Percentage of Individuals Receiving Services Under an Individualized Plan for Employment Who Achieve Employment Outcomes. 58.58 passed

Performance Indicator 1.3:

Competitive employment outcomes as a percentage of all employment outcomes. 99.12 passed

Performance Indicator 1.4:

Competitive Employment Outcomes for Individuals with Significant Disabilities as a Percentage of all Individuals with Competitive Employment Outcomes. 93.34 passed

Performance Indicator 1.5:

The Ratio of the Average VR Hourly Wage to the Average State Hourly Wage. .607 passed

Performance Indicator 1.6:

The Percentage of Individuals Achieving Competitive Employment Outcomes Who Report Their Own Income as the Primary Source of Support at Application Compared to at Closure. 52.48/did not pass

The reasons why IDVR did not pass this performance indicator is because the agency is serving a high percentage of clients on SSI and SSDI who went to work, but SSA remained their primary source of support. Additionally, due to the change in the 1998 amendments, serving clients who were working at application and VR assisted them to maintain their employment has also had an effect on this statistic.

Evaluation Standard 2: Equal Access to Services

Performance Indicator 2.1:

Access to Services for Minorities as Measured by the Ratio of the Minority Service Rate to the Non-Minority Service Rate. .938 passed

(b) USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

Monitoring of the Innovation and Expansion Mental Health Projects as a part of a Cooperative Agreement with Health and Welfare shows that the projects are meeting their goals and will be continued under regular Title I funding. A formal program evaluation was completed indicating generally strong partnerships with other service providers as well as satisfaction of clients served under this program.

Monitoring of the Innovation and Expansion School-Work Projects in co-operation with ten school districts around the state shows that the projects are meeting their goals and will be continued under regular Title I funding. A program evaluation has been conducted and indicates strong working relationships within the schools as well as client satisfaction with the program.

The School-Work Transition Programs in Coeur d'Alene/Post Falls and Pocatello continue to function properly and the school districts remain pleased with IDVR's presence.

IDVR provided \$16,497.37 in FFY 2003 for the State Rehabilitation Council. The State Rehabilitation Council has added several new members appointed by the Governor, as per the 1998 Amendments to the Rehabilitation Act. IDVR continues to work closely with the Council to assist them in achieving their mandate. IDVR does not provide direct support of the SILC from Title I, but does provide administrative support services, which are funded from Title I.

Attachment 7.3

QUALITY, SCOPE AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES

The purpose of the Community Supported Employment Program is to provide Supported Employment Services for individuals with the most significant disabilities and to assist them to achieve a Supported Employment Outcome in an integrated setting.

An individual shall be eligible to receive Supported Employment Services if the individual is eligible for Vocational Rehabilitation Services and is determined to be an individual with a most significant disability. In Idaho, this includes developmental disabilities, mental illness, traumatic brain injuries and severe learning disabilities.

Once it is determined that a Supported Employment Strategy is the most realistic way to assist an individual in achieving an employment outcome, Vocational Rehabilitation Services that are relevant to securing and retaining employment are provided to the individual.

These services, which include job coaching, are provided for individuals until they are ready to successfully transition to long-term support to retain their employment outcomes.

All Supported Employment Services will be provided by qualified Community Rehabilitation Programs (CRPs) who have demonstrated the capacity to provide the service and are Commission on Accreditation of Rehabilitation Facilities (CARF) or Rehabilitation Services Accreditation Systems (RSAS) accredited. Supported Employment Services are purchased through Title VI-C and Title 110 funds.

Current IDVR policy and the Federal regulations require a third party commitment in writing, to designate the long-term support provider. At this time, the Department of Health and Welfare serves as the main provider of long-term support although this will be changing as of 7/1/2004. A Community Supported Employment (CSE) client may only be transitioned to long-term support based on an assessment of rehabilitation goal achievement and job stability. Periodic monitoring occurs to ensure that each individual receiving Supported Employment Services is making satisfactory progress.

The Idaho Division of Vocational Rehabilitation continues to improve the quality of Supported Employment Services. Long-term funding issues continue to be a concern due to an increased number of CSE clients and state funding cutbacks. The Idaho Legislature appropriated \$3.78 million for Work Services and long-term CSE of general fund money. This money was included in the IDVR budget beginning 7/1/04. Previously, this was managed by Health and Welfare. Dr. Graham convened a Task Force in February that

was comprised of representatives from Community Rehabilitation Programs, advocates, Developmental Disability Council, Health & Welfare as well as a VR parent and a client. The Task Force made recommendations to grandfather in all current WS/CSE long-term clients, and set up a fiscal management system, which was then purchased. Two employees were hired in July to oversee the program and develop policies and procedures to take a proactive stance in assisting clients move toward community based employment as directed by the Governor's Office. This will be a year of transition. However, IDVR anticipates that there will be more accountability in this program, which will decrease the backlog and increase the availability of funds to support Vocational Rehabilitation clients, in need of Community Supported Employment.